JESIM.P.V.

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SUMMARY

Extensive experience in the management of Hospitality System Operations, Network Solutions, and customer management productivity solutions. In-depth knowledge and experience in information technology infrastructure planning, capacity analysis, and system implementation.

CAREER SUMMARY:

- **Total 25 years** of experience in IT industry, 16 years in **Hospitality** & **9 years** in **Automobile and Manufacturing Sector.**
- Installing, Configuring and Administering Microsoft ® Windows® 2000, 2003,2008, 2012 & 2016 Server
- Designing a Microsoft ® Windows® 2000, 2003 , 2008, 2012 & 2016 Network Infrastructure
- Installing, Configuring and Administering Microsoft ® Exchange 2003 / 2008 Server
- Experience in configuring and troubleshooting Routers and Switches.
- Hands on experience in Local Area Network and Wide Area network.

KEY SKILLS

- Resourceful at developing IT procedures, IT service standards, IT operational policies and operating guidelines.
- Committed to ensure highest level of IT application service at all times, resolving complaints and issues efficiently and accurately.
- Keen operator with clear understanding of Budgets, Cost analysis, Financials, Business requirements and experience of operating each unit as a separate Profit center.
- Strong analytical skills, enabling sound decision making
- Adroit at planning and implementing Quality Parameters for both IT Service and operation areas in line with International Guidelines.
- Defining and implementing Standard operating Procedures.
- Highly motivated team leader with strong communication and people skills.
- Divergent outlook with creative approach for problem solving using analytical skills & the ability to deal effectively at all levels.
- Strong leadership experience, ability to provide direction, motivation and fostering a culture that has high standards of ethics & professionalism.
- An effective communicator with proven ability to build strong customer and personnel relations and well-developed leadership qualities. Adept at streamlining operations and achieving organizational goals.
- Designing internal communication channels to motivate and inspire colleagues to achieve optimum productivity whilst working to strict deadlines.
- Committed to working with excellence towards the **Goal** and **Vision** of the Organization.
- Dependable with consistency in follow-through, and an exceptional eye for detail.
- Values included professionalism, integrity, honesty, and ethics in building successful & long-term working relationships with all levels of management and co-workers throughout the entire Organization

IT. SKILLS

- Operating Systems : Server – Windows NT 4.0/ 2000 /2003 / 2008 / 2012/ 2016
  : Workstation –Windows 95/ NT / 98 / ME / 2000 / XP/
    7/8.1/10
- Networking : Windows NT 4.0/ 2000 /2003 /2008 Platforms.
  : Cisco, HP & Nortel Routers and Switches,
    Protocols : TCP/IP, IPX /SPX, NetBEUI, Net BIOS,DHCP, POP3, SMTP,
      HTTP, FTP, Telnet, IMAP4.
- Mail Administration : G-Suite Administration / 2003 /2007Server and Office 365

PACKAGES KNOWN

Opera, IDS (Intellect Data Software), HMS (Hotel Management Software), Micros 9700,Simphony, SUN, SAP,FBM, Fidelio Back Office, Prologic, Adaco, Hits, Oasys, FAS, Respak, Saflok, Vincard,MS-Office.

PROFESSIONAL EXPERIENCE

Date	:	**November 2017 – Present**
Position	:	**MANAGER-IT**
Company Name	:	**Reethifaru Resort**
		(162 Rooms-BEACH VILLA, DELUXE
		VILLA, GARDEN VILLA & WATER VILLA)
Company Industry	:	Hospitality
Address	:	R.Filaidhoo
		Raa Atoll,
		Male, Republic of Maldives.
		www.reethifaru.com
Reporting to	:	Financial Controller

- Deputed as **Cluster IT Manager** for the New Project **Reethi Faru Resort** within the same group of the Reethi Beach Resort (Mahogany Pvt Ltd) and worked with the Pre-Opening Team and supervised on completing IT projects for EPABX, LAN/WAN Network, Wireless Solution, IPTV & CCTV based on GPON Network.
- Managing **Opera PMS (Property Management System)**, installing clients printers, managing users rights and cashiers in addition to troubleshooting and escalating various problems.
- Managing **Micros Symphony POS (Point of Sale** System, by maintaining Users rights, printing settings, Menus and screens installations, troubleshooting and backup.
- Involved in the Implementation, installation and maintenance of Customized HRMS SOFTWARE called **Prodigious** including the modules Payroll, Human Resource Management & Pension Scheme developed by MTech India Pvt. Limited Gurgaon (NCR), India (http://www.mtechsoft.com)
- Install new servers and configure hardware, peripherals, services, settings, directories, and storage in accordance with standards and project/operational requirements of the company. This includes configuration of server's viz., Domain, Email, Antivirus and other PMS servers.
- Diagnose and resolve technical hardware and software issues and provide support for all IT issues onsite, remotely, phone and email 24 by 7.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs for errors.
- Supervision and development of ideal IT systems with staffing the IT team.
- Provide network design, installation, monitoring ,management and troubleshooting for LANs
- Supervise all daily and weekly IT procedures in the hotel.
- Design; Implement Preventive Maintenance for all IT hardware & Software.
- Checking daily backups, all system interfaces, Server hardware and logs.
- Follow up all claims that are being forwarded to IT Dept.
- Document, archive all correspondence and troubleshooting, follow up suppliers' visits and maintenance.
- Develop and adapt any ideas that bring IT services to higher management.
- Assist existing/new properties when it is required**.**

Date	:	**March 2004 – October 2017**
Position	:	**MANAGER-IT**
Company Name	:	**Reethibeach Resort**
		(130 Rooms-STD, DLX & WV)
Company Industry	:	Hospitality
Address	:	Fonimagoodhoo Island, Baa Atoll,
		Male, Republic of Maldives.
		www.reethibeach.com
Reporting to	:	Financial Controller

- Managing a portfolio of 75 clients and 4 High End Servers (DELL and HP).
- Manage the Property Management System, Networking, Wifi and maintain 99.99% uptime of PMS Software version **FORTUNE NEXT ENTERPRISE** developed by IDS Softwares Pvt Ltd, Bangalore, India includes the modules viz. Front office, Point of Sales, Accounts Receivable, Sales and Marketing, Banquets and conferencing, Telephones, Material Management (stores inventory & purchase) and Financial Accounting (https://idsnext.com/)
- Installation, implementation and troubleshooting in a Windows Server 2012/2008 environment and Windows XP, Windows 7 & Windows 8.1 Pro from client's end.
- Establish, control system access with **Windows 2008** server, **Active Directory Services** and security using **Kasperesky Antivirus** system.
- Integrating systems, network, and database administration functions, managing system resources and tracking response times to maintain operating efficiency.
- Carried out cabling and established both wired and wireless networks, implemented network security, built firewalls, managed host security and secured various permissions.
- Planning client networks, managing concerned resources, overseeing proxy and firewall application, email systems and troubleshooting client mailboxes.
- Participated in disaster recovery testing, maintaining system documentation logs, in troubleshooting and diagnosis of system problems.
- Cooperated on network design initiatives and implementation of network solutions such as DHCP and DNS servers.
- Managing and Maintaining a VDSL & ADSL networks integrated with EPABX used for the connectivity of the Local Area and Wi-Fi Network to the remote locations in the resort.
- Maintaining the Internet Security Control System through the Firwall FortiGate – 100A.
- Executing email administration, backup, and preventive maintenance in addition to routine software installation and troubleshooting functions.
- Troubleshooting SQL database systems that contains critical data.
- Involved in the Implementation, installation and maintenance of Customized HR SOFTWARE called **FUSION-HR** including the modules Payroll, Human Resource Management & Pension Scheme developed by Intek Systems Pvt Ltd, Maldives (https://www.inteksystems.net/)
- Maintaining the mail system with the Microsoft Exchange Server for internal mail purpose.
- Involved in the installation, maintenance, administration and training of Tally.ERP9 Accounting software.

Date	:	**Nov'1999 to Jan'04**
Position	:	**EDP MANAGER**
Company Name	:	**Koyenco Autos & Koyenco Mobikes**
Company Industry	:	Automible
		(Tata Motors & Hero Honda Vehicles Dealerships)
Address	:	Koyenco House (Corporate Office)
		West Hill, Kozhikode, Kerala, India
Reporting to	:	1) General Manager (Operations)
		2) General Manager (Finance)

- Installing, configuring, and administering Microsoft Windows 2000 Servers for both properties (Koyenco Autos (Tata Motors Dealership) & Koyenco Mobikes (Hero Honda Dealership).
- Executed systems administration activities, installed, configured, performed operations, maintenance of application software and networked servers.
- Conducted systems diagnostics, troubleshooting, analyzed network performance, system slowdowns and ascertained reasons for bottlenecks encountered.
- Maintained computers, installed operating systems and programs on the computers and reassembled computer hardware devices.
- Investigated user problems, determined possible solutions, oversaw software, application development, installation and upgrades.

- Overall in-charge of the Computer Sections includes departments viz. Vehicle Sales/Purchase, Spare Parts, Service and Financial Accounting.
- Responsible for monitoring/troubleshooting all systems/complaint calls from the Individual branches located in the various districts of Kerala,India.
- Maintained Customized software used for Modules Vehicle Inventory, Spare Parts Inventory, Workshop Operations and Financial Management based on back end of SQL and Server OS with Windows 2000.
- Training the existing/new staff of the concerned department.
- Responsible for data transfer to head office from various branches through the process **data synchronization** resulted in the preparation of consolidated MIS report

Date	:	**Feb'1995 to August'1999**
Position	:	**System Administrator**
Company Name	:	**Koyenco Feeds/Koyenco Expellers**
Company Industry	:	Manufacturing
		(Sunandini & Nandini Branded Products)
Address	:	Koyenco House (Corporate Office)
		West Hill
		Kozhikode, Kerala, India
Reporting to	:	1) General Manager – Operations
		2) Manager - Production

- Installing, configuring, and administering Microsoft Windows NT Small Business Server and Windows 98 Clients.
- Involved in the installation, implementation, administration and training of the customized software include modules, Inventory Management and Financial Accounting.
- Responsible for the installation and implementation of the Automatic Batching System used for the production of 300 tons output of Sunandini and Nandini Branded Products, working with 3 shifts, developed by **MELSS Systems, Chennai, India.**

EDUCATIONAL QUALIFICATION:

Bachelor's Degree in economics (University of Calicut)

CERTIFICATIONS

- Certificate Course in **FoxPro Programming** (Lakhotia Computer Centre, Calcutta, India).
- Certificate on Computer Hardware from Dot Institute of Computer Science & Engineering, Kerala, India.

PERSONAL DETAILS:

Age & Date of Birth	:	45, 01-01-1976
Nationality	:	Indian
Languages Known	:	English, Hindi, and Malayalam
Marital Status	:	Married
Passport No	:	Z3084942